

BEFORE THE
POSTAL REGULATORY COMMISSION
WASHINGTON, D.C. 20268-0001

ANNUAL COMPLIANCE REVIEW, 2017

Docket No. ACR2017

RESPONSES OF THE UNITED STATES POSTAL SERVICE TO
QUESTIONS 1-4 OF CHAIRMAN'S INFORMATION REQUEST NO. 6

The United States Postal Service hereby provides its responses to the above-listed questions of Chairman's Information Request No. 6, issued on January 22, 2018. Each question is stated verbatim and followed by the response.

Respectfully submitted,

UNITED STATES POSTAL SERVICE

By its attorneys:

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1. The FY 2017 Annual Performance Plan stated, "First-Class Mail Packages performance will be measured using a composite score of commercial and retail two-day and three-to-five day."¹ Please confirm that the Postal Service is not using First-Class Mail Packages as a performance indicator for the Deliver High-Quality Service performance goal because the First-Class Mail Parcels Retail (Single-Piece) price category was transferred from the market dominant to the competitive product list in FY 2017.² If not confirmed, please provide the FY 2017 result and FY 2017 and FY 2018 targets.

RESPONSE:

Confirmed, the Postal Service is not using First-Class Package Service as a performance indicator for the Deliver High-Quality Service performance goal in the FY2018 Annual Performance Plan. Note, however, that included as part of the Single-Piece First-Class Mail 2 Day and 3-5 Day scores provided for the Deliver High-Quality Service performance goal for FY17 were service performance data for First-Class Package Service – Retail (previously classified as the Single-Piece First-Class Mail® Parcels product) for the period up until the product was renamed and converted from market dominant to competitive (that is to say, up until September 8, 2017).

¹ Docket No. ACR2016, Library Reference USPS-FY16-17, United States Postal Service FY 2016 Annual Report to Congress, December 29, 2016, at 17.

² See Docket No. MC2015-7, Order Conditionally Approving Transfer, July 20, 2017 (Order No. 4009); Docket No. CP2017-230, Order Approving Price Adjustment for First-Class Package Service Product, August 9, 2017 (Order No. 4032).

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2. In FY 2018, the Customer Insights Composite Score will include scores from the Enterprise Customer Care survey, USPS.com survey, and Business Mail Entry Unit survey. FY 2017 Annual Report at 18. For each of these surveys:
- a. Please provide a copy of the survey.
 - b. Please explain how and when the survey will be conducted during FY 2018. This response should contain a similar level of detail as the descriptions of the other Customer Insights surveys in Library Reference USPS-FY17-38.³

RESPONSE:

- a. Please see attachments:
 - USPS_Com_FY18_Survey.pdf
 - eCC_FY18_Survey.pdf
 - BMEU_FY18_Survey.pdf.
- b. The surveys below began on October 1, 2017:
 - **USPS.com** – This survey is presented to a random sample of users who visit at least 3 pages on USPS.com. The survey is conducted through an online intercept popup which invites the customer to complete the survey.
 - **Enterprise Customer Care (eCC)** – This transactional survey is presented to all customers upon resolution of their previously opened eCC cases. Survey invitation links are emailed to customers who have provided an email address within their case. Customers who do not provide an email address, but only a phone number, receive an automated call inviting them to participate.

³ Library Reference USPS-FY17-38, December 29, 2017, file "USPS-FY17-38 Preface.pdf."

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- **Business Mail Entry Unit (BMEU)** – This transactional survey is presented to customers who have finalized a postage statement every 30 days. The survey is sent based on the finalization of a postage statement and is sent to the email address on file in PostalOne!.

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3. Please provide a copy of the Postal Pulse survey.

RESPONSE:

A pdf copy of the survey is attached.

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4. Last year, for the Ensure a Safe Workplace and Engaged Workforce goal, the Postal Service provided a FY 2017 target for the number of business units entering into action plans in response to a Chairman's Information Request.⁴ Please confirm that the Postal Service is no longer using the number of business units entering into action plans as a performance indicator for the Ensure a Safe Workplace and Engaged Workforce performance goal. If not confirmed, please provide results from FY 2014 through FY 2017 and targets for FY 2017 and FY 2018.

RESPONSE:

Confirmed.

⁴ Docket No. ACR2016, Analysis of the Postal Service's FY 2016 Annual Performance Report and FY 2017 Performance Plan, April 27, 2017, at 54 (citing Docket No. ACR2015, Response to Chairman's Information Request No. 18, March 8, 2016, question 1.c).